

The UNICEF Child Service Outcome Evaluation Tool



Purpose and benefits

The UNICEF Child Service Outcome (CSO) evaluation tool, formerly known as the End-User Monitoring (EuM), is a beneficiary-centred engagement that aims to understand and assess whether last-mile available services & products are reaching the intended recipients and having the intended impact on their well-being.

It is a multi-layered access and coverage evaluation survey whose findings are used to guide improvements in supply chain management, product design and programmatic interventions. It can be adapted and conducted across multiple programmes, including health, education, water, sanitation and hygiene (WASH) and other social welfare services. Social welfare workers and/or other community-based organisations engage district-level workers, service providers and recipient households to identify good practices and barriers to access and coverage.

The tool takes the form of a comprehensive survey that measures the extent to which provided services and commodities have been:



Delivered and made **available in a timely and continuous manner** to satisfy the needs of beneficiaries;



Appropriately stored, managed or delivered to ensure a **high degree of service and quality**;



Designed to be fit for purpose and capable of fulfilling the needs of beneficiaries.

The CSO tool also helps to assess the appropriateness and suitability of the commodities distributed, understanding and acceptability of the services administered and expected benefits of the assistance provided.

Feedback from beneficiaries is instrumental to shape targeted awareness-raising campaigns, drive behaviour change, improve ownership and sustain adherence of recipient communities to the assistance and programmes delivered.

The results of these quantitative and qualitative impact studies are instrumental for UNICEF, government partners, private sector entities and manufacturing companies to:

- Identify and address **supply chain and programmatic bottlenecks** that prevent children and their communities to access and benefit from essential supplies and services;
- Identify **changes in demand and product utilisation patterns, including design-related flaws** with a view to influencing markets, driving product innovation, localization and local production;
- Improve the **quality of the products and services offered** by fostering community programme participation, ownership and sustainability.



The CSO tool is a pivotal component of UNICEF's programme management life cycle and decision-making processes. The evidence generated are instrumental to identify programmatic, product design and supply chain management improvement needs, monitor the impact of the interventions deployed, support continuous learning and investment planning processes across all social welfare programmes with a view to accelerating the implementation of the Sustainable Development Goals.

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Implementation Path

UNICEF and partners **advocate and share info package** to government officials



Government **convenes relevant stakeholders** to participate in the survey

Beneficiaries and health workers are **surveyed to assess if products and services** are fit for purpose



Results are analysed and **an action plan** is presented to the government for endorsement

Government **endorses the proposed action plan** & develops an accountability framework



UNICEF and partners **address programmatic and supply bottlenecks** to ensure higher level of access and coverage

UNICEF and partners advocate to product and service providers to **develop fit for purpose products and services**



Successful practices and achievements

With the support of various donors, UNICEF has been engaged in supporting governments to have greater accountability for the effectiveness of their nutrition services, including by means of getting better visibility on the availability, quality and use of therapeutic foods (RUTF), Vitamin A and education products at the last mile.

In the Central African Republic, the findings of CSO indicated that stock-out management was one of the main challenges to ensuring continued availability of RUTF. They highlighted the need to increase investments in empowering the local healthcare workforce in prescribing the right dosage and following up on underserved children, as well as on community awareness and sensitization around the benefits of RUTF to avoid mis-utilisation and reselling of commodities.

CSO surveys were conducted in conjunction with the deployment of the UNICEF Supply Chain Maturity Model which helped to identify upstream and downstream supply chain management barriers to product availability and access, tailor context-specific improvement plans and deploy the right technical assistance.

In Afghanistan, the monitoring of the national education programme revealed that forecasts and distribution plans developed at the central level had included schools which had since been closed because of the conflict or were no longer operational owing to lack of staff. CSO was also rolled out to determine whether education supplies had been delivered undamaged and without loss to functioning schools in remote areas.

To mitigate the impact of Covid-19 movement restrictions, UNICEF leveraged the power of new technologies and digital solutions in Kenya to gather beneficiary feedback remotely, train staff on e-data collection practices and ensure high level of access and utilization of supplies and equipment. These assessments generated solid evidence to national policymakers, local decision makers and international partners, paving the way for further investments in supply chain strengthening, programme design and implementation, and targeted technical cooperation to ensure local ownership, accountability and system sustainability.